

District Complaint Procedures

Hacienda La Puente Unified USD

Board Meeting 2/27/25

Dr. Dabney-Lieras, Executive Director, Student & Family Services

Types of Complaints

Complaints may be governed by the General Complaint Procedures, the Uniform Complaint Procedures, the Williams Complaint Procedures, or Title IX Complaint Procedures.

- **General Complaint Procedures**
- **Uniform Complaint Procedures**
- **Williams Settlement Complaint Procedures**
- **Title IX Complaint Procedures**

General Complaint Procedures

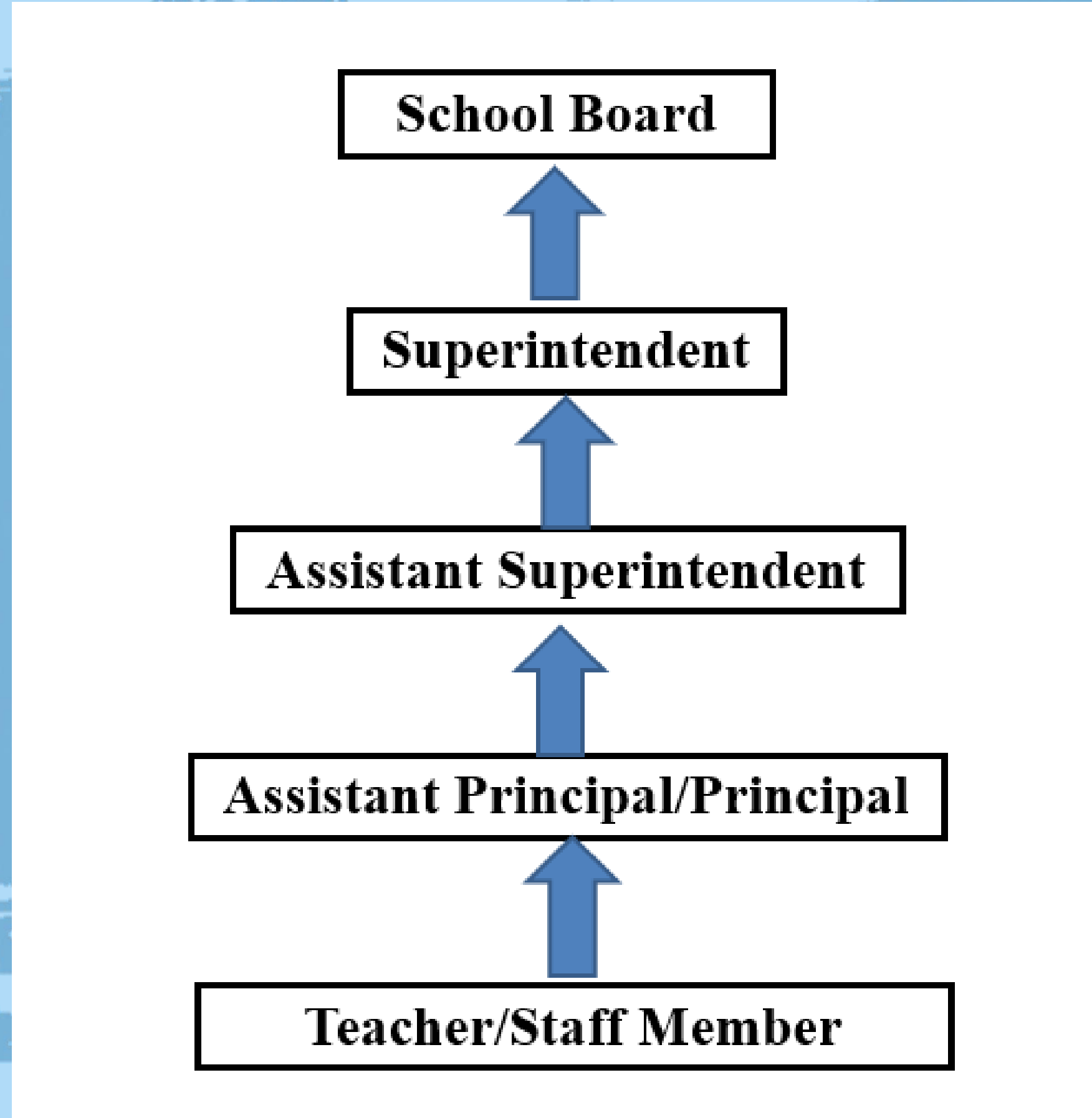
General Complaint Procedures

School complaints should first be addressed at the school level with the direct supervisor of the employee who is the subject of the complaint. The supervisor may schedule a meeting and/or ask that the complaint be submitted in writing.

Written complaints can be submitted through any mechanism, including a handwritten or typed letter, an email, or on the district's general complaint form called “Complaint Regarding School Concerns”

If the complaint is not resolved with the direct supervisor or site administration at the school site, then the complaint can be escalated to the district office.

General Complaint Procedures Flowchart



General Complaint Procedures

**Complaints Related
to Employees**

=

**Human Resources
Department**

**Complaints Related
to Student Issues**

=

**Student & Family
Services**

Uniform Complaint Procedures



Hacienda La Puente Unified School District Uniform Complaint Procedure Discrimination/Harassment Complaint Reporting Form

In accordance with the District's Uniform Complaint Procedures (5 CCR 4620) each school district shall follow uniform complaint procedures when addressing complaints alleging unlawful discrimination against any protected group. Protected groups put forth under Title IX and in California are enumerated by Education Code §§ 200 and 220, Government Code §11135, and include actual or perceived sex, sexual orientation, gender, ethnicity, race, ancestry, national origin, religion, color, mental or physical disability, and age, as well as association with member of a protected class. Additionally, it is the policy of the State of California, pursuant to Section 200, that all persons should enjoy freedom from discrimination and/or harassment of any kind in the educational institutions of the state. This also includes sexual harassment, which is a form of sexual discrimination (EC § 231.5).

Uniform Complaint Procedures (UCP)

UCP applies to the filing, investigation, and resolution of complaints regarding alleged failure to comply with federal or state law or regulations governing certain educational programs.

Examples of educational programs and services covered by the UCP:

- ❖ Career Technical Education
- ❖ Consolidated Programs
(Title I-Title IV)
- ❖ Every Student Succeeds Act
- ❖ Local Control & Accountability Plan
(LCAP)
- ❖ Migrant Education
- ❖ Discrimination, harassment, intimidation,
or bullying against any protected group

Examples of Non-UCP Complaints:

- ❖ Homework Assignment/Policies
- ❖ Seating Chart
- ❖ Classroom Rules
- ❖ Grades
- ❖ Student Conflicts
- ❖ Graduation Requirements
- ❖ Student Discipline

Uniform Complaint Procedures (UCP)

Complaint form is on HLPUSD Website
<https://www.hlpschools.org/district/forms>

HUMAN RESOURCES

Employee Forms

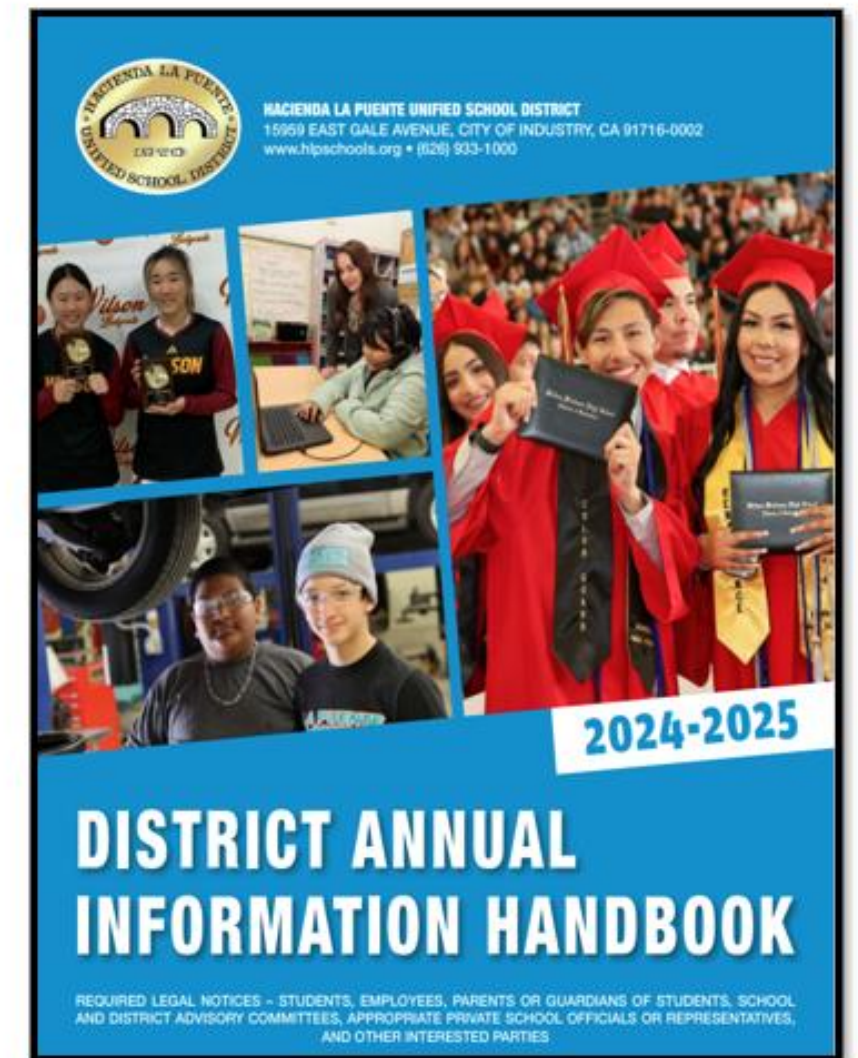
Other Forms

- UCP Discrimination/Harassment Complaint Reporting Form (English)
- UCP Formulario Para Presentar Quejas por Discriminacion/Hostigamiento (Español)
- UCP Discrimination/Harassment Complaint Reporting Form (Chinese)
- UCP Williams Textbooks/Facilities (English)
- UCP Williams Libros de Texto/Facilidades (Español)
- UCP Williams Textbooks/Facilities (Chinese)
- Complaint Regarding District Personnel Concerns (BP 1312.1, AR 1312.1) (English)
- Queja Referente al Personal del Distrito (BP 1312.1, AR 1312.1) (Español)
- Complaint Regarding District Personnel Concerns (BP 1312.1, AR 1312.1) (Chinese)

Filing a UCP

Process to file a complaint :

- Read the *District Annual Information Handbook* notice of UCP on pages 9-10.
- Follow the steps of the District UCP complaint procedures.
- File the complaint in writing with the District's complaint officer.



In the 2024–25 school year, the following programs and activities are subject to the UCP:

- Accommodations for Pregnant and Parenting Pupils
- Adult Education
- After School Education and Safety
- Agricultural Career Technical Education
- Career Technical and Technical Education and Career Technical and Technical Training Programs
- Child Care and Development Programs
- Compensatory Education
- Consolidated Categorical Aid Programs
- Course Periods without Educational Content
- Discrimination, harassment, intimidation, or bullying against any protected group as identified under California *Education Code (EC)* sections 200 and 220 and Section 11135 of the *Government Code*, including any actual or perceived characteristic as set forth in Section 422.55 of the *Penal Code*, or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics, in any program or activity conducted by an educational institution, as defined in Section 210.3, that is funded directly by, or that receives or benefits from, any state financial assistance
- Educational and graduation requirements for pupils in foster care, pupils who are homeless, pupils from military families, pupils formerly in Juvenile Court now enrolled in a school district, pupils who are migratory, and pupils participating in a newcomer program
- Every Student Succeeds Act (ESSA)
- Instructional Materials and Curriculum: Diversity
- Local Control and Accountability Plans (LCAP)
- Migrant Education
- Physical Education Instructional Minutes
- Pupil Fees
- Reasonable Accommodations to a Lactating Pupil
- Regional Occupational Centers and Programs
- School Plans for Student Achievement
- School Site Councils
- State Preschool
- State Preschool Health and Safety Issues in LEAs Exempt from Licensing
- And any other state or federal educational program the State Superintendent of Public Instruction (SSPI) or designee deems appropriate.

In addition, the following Williams Complaints are subject to the UCP:

- Instructional materials.
- Emergency or urgent facilities conditions that pose a threat to the health and safety of pupils or staff.
- Teacher vacancy or misassignments.

Williams Settlement Complaint Procedures

Williams Complaint Procedures

Issue of complaint (please check all that apply):

1. Textbooks and Instructional Materials

- A pupil, including an English learner, does not have standards-aligned textbooks or instructional materials or state-adopted or district-adopted textbooks or other required instructional materials to use in class.
- A pupil does not have access to textbooks or instructional materials to use at home or after school. This does not require two sets of textbooks or instructional materials for each pupil.
- Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.
- A pupil was provided photocopied sheets from only a portion of a textbook or instructional materials to address a shortage of textbooks or instructional materials.

2. Facility Conditions

- A condition poses an urgent or emergency threat to the health or safety of students or staff, including: gas leaks, nonfunctioning heating, ventilation, fire sprinklers or air-conditioning systems, electrical power failure, major sewer line stoppage, major pest or vermin infestation, broken windows or exterior doors or gates that will not lock and that pose a security risk, abatement of hazardous materials previously undiscovered that pose an immediate threat to pupils or staff, structural damage creating a hazardous or uninhabitable condition, and any other emergency conditions the school district determines appropriate.
- A school restroom has not been maintained or cleaned regularly, is not fully operational and has not been stocked at all times with toilet paper, soap, and paper towels or functional hand dryers.
- The school has not kept all restrooms open during school hours when pupils are not in classes, and has not kept a sufficient number of restrooms open during school hours when pupils are in classes.

3. Teacher Vacancy or Misassignment

- Teacher vacancy - A semester begins and a teacher vacancy exists. (A teacher vacancy is a position to which a single designated certificated employee has not been assigned at the beginning of the year for an entire year or, if the position is for a one-semester course, a position to which a single designated certificated employee has not been assigned at the beginning of a semester for an entire semester.)
- Teacher misassignment - A teacher who lacks credentials or training to teach English learners is assigned to teach a class with more than 20 percent English learner pupils in the class.
- Teacher misassignment - A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

Uniform Complaint Procedures Williams Settlement Form

Complaint form is on HLPUSD Website
<https://www.hlpschools.org/district/forms>

HUMAN RESOURCES

Employee Forms

Other Forms

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- UCP Formulario Para Presentar Quejas por Discriminacion/Hostigamiento (Español)
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Uniform Complaint Procedure Form
Hacienda La Puente Unified School District

Uniform Complaint Procedures Williams Settlement Form For Education Code Section 35186 Complaints

Education Code (EC) Section 35186 created a procedure for the filing of complaints concerning deficiencies related to instructional materials, conditions of facilities that are not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment. The complaint and response are public documents as provided by statute. Complaints may be filed anonymously. However, if you wish to receive a response to your complaint, you must provide the following contact information.

Response requested: Yes No

Name: (Optional) _____ Mailing Address: _____

Phone Number: (Optional) Day: _____ Evening: _____

Issue of complaint (please check all that apply):

1. Textbooks and Instructional Materials

- A pupil, including an English learner, does not have standards-aligned textbooks or instructional materials or state-adopted or district-adopted textbooks or other required instructional materials to use in class.
- A pupil does not have access to textbooks or instructional materials to use at home or after school. This does not require two sets of textbooks or instructional materials for each pupil.
- Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.
- A pupil was provided photocopied sheets from only a portion of a textbook or instructional materials to address a shortage of textbooks or instructional materials.

2. Facility Conditions

- A condition poses an urgent or emergency threat to the health or safety of students or staff, including: gas leaks, nonfunctioning heating, ventilation, fire sprinklers or air-conditioning systems, electrical power failure, major sewer line stoppage, major pest or vermin infestation, broken windows or exterior doors or gates that will not lock and that pose a security risk, abatement of hazardous materials previously undiscovered that pose an immediate threat to pupils or staff, structural damage creating a hazardous or uninhabitable condition, and any other emergency conditions the school district determines appropriate.
- A school restroom has not been maintained or cleaned regularly, is not fully operational and has not been stocked at all times with toilet paper, soap, and paper towels or functional hand dryers.
- The school has not kept all restrooms open during school hours when pupils are not in classes, and has not kept a sufficient number of restrooms open during school hours when pupils are in classes.

3. Teacher Vacancy or Misassignment

- Teacher vacancy - A semester begins and a teacher vacancy exists. (A teacher vacancy is a position to which a single designated certificated employee has not been assigned at the beginning of the year for an entire year or, if the position is for a one-semester course, a position to which a single designated certificated employee has not been assigned at the beginning of a semester for an entire semester.)
- Teacher misassignment - A teacher who lacks credentials or training to teach English learners is assigned to teach a class with more than 20 percent English learner pupils in the class.
- Teacher misassignment - A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

Date of Problem: _____

Location of Problem (School Name, Address, and Room Number or Location): _____

Course or Grade Level and Teacher Name: _____

Please describe the issue of your complaint in detail. You may attach additional pages if necessary to fully describe the situation.

Please file this complaint at the following location:

Principal's Office or
Assistant Superintendent, Human Resources
Hacienda La Puente Unified School District
15959 East Gale Avenue, City of Industry, CA 91745

8/2016



Title IX Complaint Procedures

Title IX Complaints

Title IX is a federal law that prohibits discrimination on the basis of sex in educational programs and activities. Sex discrimination under Title IX regulations may also include the following:

- Sexual harassment where someone engages in unwelcome conduct on the basis of sex that is severe, pervasive, and objectively offensive**
- Sexual assault**
- Dating violence on the basis of sex**
- Domestic violence on the basis of sex**
- Stalking on the basis of sex**

Title IX Complaints

- **Title IX Complaints can be made directly to staff or administration at the school site or district level**
- **Title IX Complaints can also be filed through our UCP Process in Section V. of the UCP form**
- **A physical or digital copy of the UCP complaint form to the can be provided to the school site, Human Resources Department or it can be emailed to the Title IX email Group:**

Title IX Coordinator@hlpusd.k12.ca.us

Title IX Complaints

- Title IX Complaints can be filed by using our UCP Process in Section V. of the form

IV. Nature of Complaint:

- Discrimination or Harassment (complete Section V.)
- Violation of specific federal and state programs that use categorical funds (complete Section VI)

V. Basis of Discrimination, Harassment, Intimidation of a Protected Group:

Please check the following box(s), based on the type(s) of harassment you experienced, (Education Code §§ 200 and 220, Government Code §11135) including *actual or perceived*. Complaints related to:

- | | |
|---------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Sexual orientation | <input type="checkbox"/> Ancestry |
| <input type="checkbox"/> Gender * | <input type="checkbox"/> Mental or physical disability |
| <input type="checkbox"/> Ethnicity | <input type="checkbox"/> Age |
| <input type="checkbox"/> Race | <input type="checkbox"/> Association with any of these categories |
| <input type="checkbox"/> National origin | <input type="checkbox"/> Sexual Harassment |
| <input type="checkbox"/> Religion | <input type="checkbox"/> Sex (Title IX) |
| <input type="checkbox"/> Color | |

*According to state law, "Gender" means sex, and includes a person's gender identity and gender related appearance and behavior whether or not stereotypically associated with the person's assigned sex at birth." CA Education Code § 210.7 & CA Penal Code § 422.56(c).

HLPUSD Title IX Coordinators

**Title IX Coordinator & Equity Compliance
Officer
(Staff Complaints)
Assistant Superintendent , Human Resources
Dr. Lovato
(626) 933-3840
jlovato@hlpusd.k12.ca.us**

**Title IX Coordinator
(TK-12 Student Complaints)
Executive Director, Student Family Services
Dr. Dabney-Lieras
(626) 933-4335
kdabney@hlpusd.or**

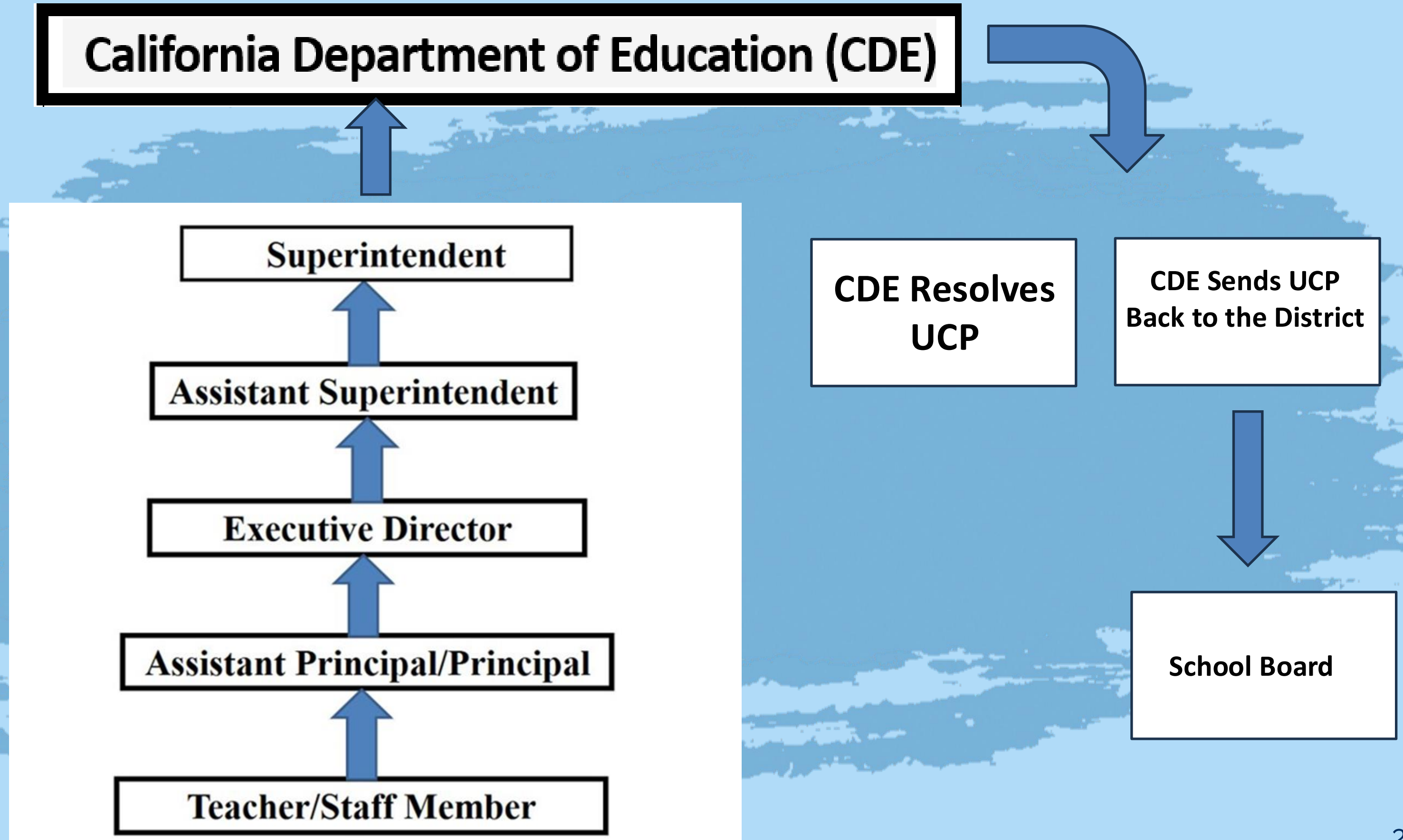
**Title IX Coordinator
(Adult School Student Complaints)
Executive Director, Adult Education
Dr. Buckner
(626) 933-2801
gbuckner@hlpusd.org**

**Title IX Coordinator (Preschool, Head Start
Child Development Student Complaints)
Director, Child Development
Ms. Querubin-Villareal
(626) 933-4335
aquerubinvillareal@hlpusd.org**

Uniform Complaint Procedures (UCP) Appeal Process

A complainant may appeal the District's decision to the California Department of Education (CDE) by filing a written appeal within 15 days after receiving the District's decision. The CDE may directly intervene in the complaint without waiting for action by the district when one of the conditions listed in Section 4650 of Title 5 of the California Code of Regulations exists, including cases in which the district has not taken action within 60 days of the date the complaint was filed with the district. If a district is found to have violated a state or federal law and/or regulation, and the District does not take corrective action to comply, then various civil remedies may be available.

Uniform Complaint Procedures (UCP) Flowchart





Questions?